

# HUGS Hotline

**WACOSS  
Utilities Hotline  
Information & Advice  
9420 7217**

**Department for Child  
Protection  
(HUGS Administrators)  
9222 2555**

**Financial Counsellors  
Resource Project  
9221 9411**

**Synergy Power  
13 13 53**

**Horizon Power  
1800 267 9260**

**WACOSS Consumer Utilities  
Project**

**Post 2 Delhi St West Perth  
6005**

**Phone 9420 7222**

**Fax 9486 7966**

**Email  
[consumers@wacoss.org.au](mailto:consumers@wacoss.org.au)**

**Website  
[http://wacoss.org.au/utilities/  
index.htm](http://wacoss.org.au/utilities/index.htm)**



The Hardship Utility Grant Scheme (HUGS) Hotline provides financial counselling and assistance to people in WA who are experiencing financial hardship, to pay electricity accounts so as to avoid being disconnected.

HUGS grants can be accessed via financial counselling services that are registered with the Department of Child Protection (DCP) as HUGS providers. The HUGS Hotline is available for applicants who do not have physical access to a financial counsellor, for instance those living in remote areas, have a physical disability, or are experiencing mental health issues.

For a person to be considered eligible for a grant, they must:

- Have been referred to a financial counsellor and assessed by Synergy or Horizon according to their hardship policy as possibly experiencing utility hardship.
- Be unable to pay a current account and are at risk of disconnection of supply, or have already been disconnected from supply.
- Meet the requirements in respect of Grants Limits or Exceptional Circumstances of Hardship.
- Have agreed to contact a HUGS Registered Financial Counselling Service to progress a grant application.

The minimum grant amount provided is \$100 and the maximum is \$300. Applicants who live north of the Tropic of Capricorn are eligible for a maximum grant of \$500.

For more information see the HUGS Information and Guidelines document at <http://wacoss.org.au/utilities/advice.htm>. Alternatively contact Misty Hayden, Senior Policy Officer at the WACOSS Consumer Utilities Project on 9420 7222 or [misty@wacoss.org.au](mailto:misty@wacoss.org.au).

*Ways to make a difference*

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